

Northpower supplies work crews with critical information

Northpower is in charge of maintaining Vector's Auckland electricity network from Penrose to Papakura. Each Northpower work crew has thousands of items on its to-do list at any one time, and team members were finding it extremely difficult to identify the highest priority tasks. Failure to tackle the most urgent tasks first can have serious consequences on an electricity network...

The problem

Northpower has around 30 field crews of between one and six people who are constantly fixing faults and performing maintenance on its client's electricity network. Each crew is assigned 'work packs' - bundles of up to 250 tasks to complete. With the amount of tasks assigned to work crews at any one time numbering in the thousands, managing maintenance is very complex. And when you are dealing with a piece of infrastructure as vital as the electricity network, it's essential to identify the most urgent tasks and make sure they are being completed first.

Previously, Northpower was using WASP Asset Management alone to manage network maintenance. Northpower Divisional Manager Asset Management Richie Dempster says WASP is very good at managing data, holding information about assets and issuing work instructions to field staff, but it was difficult for staff to access the information it held in easily understandable reports. So Northpower started to evaluate other options.

The solution

After evaluating several approaches and products, the company engaged FDL to integrate TARGIT Business Intelligence Suite with its WASP system. "Effectively WASP is unchanged," says Dempster. "TARGIT sits on top of WASP, takes the information and makes it easily accessible."

TARGIT allows Northpower to generate summary reports on different asset groups, such as power poles or substations. "Although these types of reports were available with WASP, they were very time-consuming to generate. From a management point of view, you can now quickly see whether everything is under control or not," says Dempster. TARGIT also integrates with Northpower's financial systems, enabling the company to develop reports that combine maintenance and financial data.

“ Before we had oodles of data but were struggling for good information. Now the brainpower goes into strategic thinking rather than extracting the data.”

— **Richie Dempster**,
Divisional Manager Asset Management, Northpower

The outcome

The bottom line, says Dempster, is that TARGIT BI Suite increases safety, and it allows Northpower to plan ahead in the long term with more certainty. It opens up information to more people in the organisation, which acts as a catalyst for efficiency improvements. "Before we had oodles of data but were struggling for good information. Now the brainpower goes into strategic thinking rather than extracting the data."

TARGIT allows Northpower to:

- > schedule critical tasks to ensure maximum network availability
- > easily find out how much money it is spending to complete specific tasks
- > identify long-term expenditure trends
- > analyse how effectively it is spending the maintenance dollars.



TARGIT business intelligence tools help people make better decisions. TARGIT Business Intelligence Suite transforms company data from almost any source into intelligent dashboards and insightful reports - with fewer clicks than any other tool on the market. And since it's so simple to use, everyone in the organisation gets the perspective they need to keep performance on track.

TARGIT. From data, to information, to insight. www.targit.com